

SECTION C Descriptions and Specifications

LABOR CATEGORIES/DUTIES

1. PROGRAM MANAGER (KEY PERSON).

Duties. Serves as the contractor's program manager, and shall be the contractor's authorized interface with the Government Contracting Officer (KO), Government personnel and customer agency representatives. Responsible for formulating and enforcing work standards, assigning of contractor work schedules, and the review work discrepancies. Supervise contractor personnel, and communicate policies, purposes, and goals of the organization to subordinates. Responsible for the management of the entire project and the assigned staff, ensuring appropriately skilled and trained personnel. Responsible for maintaining technical currency of staff. Responsible for coordinating all project administrative matters with the KO or Government Task Monitors. Provides management for technical, engineering and professional support. The Program Manager shall not serve in any other capacity under this contract.

2. TASK ORDER MANAGER (KEY PERSON).

DUTIES. Directs all financial management and contract/subcontract administrative activities, such as budgeting, manpower and resource planning and financial reporting. May perform complex evaluations of existing procedures, processes, techniques, models and/or systems related to management problems or contractual issues that would require a report and recommend solutions. Prepare charts, tables, graphs and diagrams to assist in analyzing standards, assigning of task order work schedules and review work discrepancies. Responsible for the management of the task order and the assigned staff, ensuring appropriately skilled and trained personnel. Demonstrated ability to provide guidance and direction in the task similar to the representative scenarios provided with proven expertise in the management and control of funds and resources.

3. DOCUMENTATION SPECIALIST.

DUTIES. Develops and publishes draft and final Government documentation. Analyzes user requirements to determine proper documentation for associated tasks. Advises the Government on proper documentation coordination process and path. Provides technical support for development and integration tasks, including review of work products for correctness, adherence to the design concept and to user standards.

4. SENIOR FUNCTIONAL ANALYST.

DUTIES. Works on complex application problems involving all phases of systems analysis to provide solutions. Analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Provides technical support for software development and integration tasks, including review of work products for correctness, adherence to the design concept and to user standards.

5. FUNCTIONAL ANALYST.

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6. SENIOR BUSINESS PROCESS REENGINEERING SPECIALIST (KEY PERSON).

DUTIES. Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Duties include activity and data modeling, developing modern business methods, identifying best practices and creating and assessing performance measurements. Provides group facilitation, interviewing, training and provides additional forms of knowledge transfer.

7. ACQUISITION SYSTEMS ENGINEER.

DUTIES. Analyzes and studies complex system requirements. Works with user to identify system requirements, interpreting operational requirements into technical requirements. Estimates

system development costs and schedules. Reviews existing program and assists in making refinements, reducing operating time and improvement current techniques. Provides guidance in the development of acquisitions strategies and procurement processes using Acquisition Streamlining policies.

8. SENIOR ACQUISITION/CONTRACT SPECIALIST

DUTIES. Develops, plans, organizes, and leads major segments of and/or entire acquisition support projects. Determines technical objectives, defines data requirements and methodology, and recommends staffing levels and schedules. Drafts documents required in the procurement planning process of system acquisition. Prepares and edits functional descriptions, system specifications, special reports, and/or any other acquisition written deliverables and documents as required.

9. ACQUISITION/PROCUREMENT SPECIALIST

DUTIES. Applies broad knowledge of the acquisition/procurement process. Develops and edits acquisition planning documentation. Evaluates technical objectives, defines data requirements and deliverables. Responsible for documenting progress on major segments of multiple project outputs and deliverables.

10. LIFE CYCLE MANAGEMENT SPECIALIST.

DUTIES. Provide the Government with acquisition planning, procurement and technical expertise to resolve complex problems requiring high-level analytical skills. Provide guidance and support in the areas of technical analysis, systems engineering, cost studies, cost/benefit analysis, acquisition planning and strategy, contract management, management analysis, reengineering, project management, and financial analysis.

11. CUSTOMER SERVICE REPRESENTATIVE.

DUTIES. Provide the Government client with planning, procurement and technical expertise to resolve complex problems requiring high-level analytical skills. Provide guidance and support in the areas of technical analysis, systems engineering, cost studies, cost/benefit analysis, acquisition planning and strategy, contract management, management analysis, reengineering, project management, and financial analysis.

12. COST ANALYST.

DUTIES. Performs Functional Economic Analysis (FEA) to evaluate the costs of alternative ways to accomplish functional objectives. Ensures cross-functional security and integration issues are addressed.

13. SENIOR PROGRAM MANAGEMENT SUPPORT SPECIALIST. (KEY PERSONNEL)

DUTIES. Analyze program to determine requirements. Formulate and track program process and control. Analyze the impact or potential impact of missed or inadequate deliverable on program accomplishment. Develop and present reports on analysis findings. Finalize program documentation to support activities to higher-level management. Develop performance metrics.

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15. SENIOR SYSTEMS INTEGRATION ENGINEER (KEY PERSON).

DUTIES. Performs complex project tasks applied to specialized information system technological problems. Tasks involve integration of electronic processes or methodologies to resolve total system problems or technology problems. Main duties evolve around the integration of products and applications into existing system or providing technical support in the integration of products or application sin the acquisition process. Analyze shortfall in existing systems and proposed systems acquisitions and provide proposed solutions to the integration or solutions within those systems.

16. SYSTEMS INTEGRATION ENGINEER.

DUTIES. Performs moderately complex project tasks applied to specialized information system technological problems. Tasks involve integration of electronic processes or methodologies to resolve total system problems or technology problems. Main duties evolve around the integration of solutions into existing system or providing technical support in the integration of

solutions in the acquisition process for new systems. Analyze shortfalls in existing systems and proposed system acquisitions and provide proposed solutions to the integration of solutions within those systems.

17. SENIOR TRAINING SPECIALIST.

DUTIES. Conducts the research necessary to develop and revise training courses. Develops and revises these courses and prepares appropriate training catalogs. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops and seminars.

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19. SENIOR GRAPHICS SPECIALIST.

DUTIES. Develop and update graphics presentations to improve the quality and enhance the usability of documents and web pages. Support the development of all contract deliverables requiring graphic presentation support. Responsible for integrating the graphics generated with automated tools and the deliverable documents. Analysis of all emerging automated graphics software applications for incorporation into use in support of deliverable documents, web pages and online training.

20. GRAPHICS SPECIALIST.

DUTIES. Assists in the development and updates of graphics presentations to improve the quality and enhance the usability of documents and web pages. Supports the development of all contract deliverables requiring graphic presentation support. Responsible for integrating the graphics generated with automated tools and the deliverable documents. Analysis of all

emerging automated graphics software applications for incorporation into use in support of deliverable documents, web pages and online training.

21. WEB DESIGNER/DEVELOPER.

DUTIES. Designs and develops Web pages using a variety of graphics software applications, techniques and tools. Designs and develops user interface features, site animation, and special effects elements. Troubleshoots and debugs software code for components of website.

DEFENSE INFORMATION SYSTEMS AGENCY (DISA)
GLOBAL ENTERPRISE MANAGEMENT SUPPORT (GEMS)

STATEMENT OF WORK

1.0. BACKGROUND:

The Global Enterprise Management Support (GEMS) contracts will provide program management services to the Defense Information Systems Agency (DISA) in support of the Global Information Grid (GIG).

The GIG is the shared or interconnected system of computers, communications, data, applications, security, people, training and other support structure, serving the DOD's local and worldwide information needs. The global information infrastructure connects DOD mission support, command and control, and intelligence computers and users through voice, data, imagery, video and multimedia services, and provides information processing and value-added services to subscribers over the DISN. Unique user data, information and user applications are not considered part of the global information infrastructure. The emerging revolution in DOD's business affairs requires a distributed approach to conducting day-to-day operations. Accessing multiple applications across the DISN is commonplace in order to meet mission requirements.

DISA, as the central manager of the GIG, focuses its contribution on implementation of JV2020 and Information Superiority by providing warfighter-focused, secure, integrated, and interoperable information products and services. DISA develops information products and services that get the information to the warfighter at the right time and support our forces across the full spectrum of operations.

Some of the major initiatives within the DISA community are:

The Global Command and Control System (GCCS) provides near real-time situation awareness through the integration of imagery and intelligence data, indications and warning, collaborative planning, course-of-action development, and intelligence mission capability needed to support accelerated operational tempo and the conduct of successful military operations.

The Defense Information Systems Network (DISN) is the Defense consolidated worldwide telecommunication infrastructure that provides end-to-end information transfer network supporting military operations.

The Global Combat Support System (GCSS) provides a strategy for achieving information interoperability across combat support functions, and between combat support and C2 functions. GCSS incorporates personnel, logistics, finance, acquisition, medical and other support in a cross-functional environment.

The Defense Message System (DMS) is a flexible, commercial-off-the-shelf (COTS)-based network-centric application layer system which provides multimedia messaging and directory services using the underlying network and security services of the global information infrastructure.

The Joint Electronic Commerce Program Office (JECPO) serves as the Department of Defense Executive Agent for accelerating the application of electronic business practices and associated information technologies to improve DOD acquisition processes, supporting life-cycle sustainment, and the other Department business operations.

2.0. OBJECTIVE AND SCOPE: The objective of the GEMS program is to provide Program Management and technical support services under multiple award, Indefinite Deliver/Indefinite Quantity (IDIQ) task order type contracts. The following 4 task areas will be provided by the contractor(s):

- A. Task Order Management
- B. Information Technology Management Support
- C. Verification and Validation of Engineering Solutions
- D. Information Technology Services

The contractor's technical services shall be available on an as-needed basis through the issuance of task orders to respond to DISA, Department of Defense (DoD), and other Federal Agencies Program Management requirements. The contractor shall be prepared to perform the required effort for the listed task areas both within and outside of the continental United States during the entire term of this contract. Task orders will be issued to activate performance and provide specific details of the technical requirements, to include the deliverables schedule and any applicable Government Furnished Equipment (GFE) and/or Government Furnished Information (GFI). The contractor may be

required, as described in individual task orders, to provide various products, to include hardware, software and licenses, as applicable.

3.0. TASK AREAS

3.1. TASK AREA 1 - TASK ORDER MANAGEMENT.

This task area provides preparation of Task Order Management Plan at the initiation of each task order. These plans shall describe the technical approach, organizational resources and management controls that the contractor shall employ to meet the cost, performance and schedule requirements throughout the task order period of performance. This task area also includes the delivery of a monthly status report to monitor the execution of the task order management plan. Task Order management also entails the daily activities required for successful task order completion such as quality assurance monitoring, configuration management and security management.

3.2. TASK AREA 2 - INFORMATION TECHNOLOGY MANAGEMENT SUPPORT.

The requirements of this task area involves support in the management and technical arena for the research, analysis, recommendation and documentation of program issues and approaches; program, functional, technical and data benchmarking efforts and the development of related benchmarking tools and methods; and, Business Process Reengineering (BPR) and Functional Process Improvement (FPI) for improving organizational performance in support of DISA information technology program management offices. The issues and approaches considered under this task area evolve from a variety of sources such as statute (e.g., Clinger-Cohen Act, GPRA), regulation (e.g., DoD 5000 series), external audits, technical reports, federal standards, operational policies and doctrines, technical guidelines, and benchmarking, baselining and acquisition best practices. Representative activities for this task area include, but are not limited to:

- DOD 5000-series documentation development, assessment and maintenance;
- Perform program analysis and review in examining functional, management and technical requirements and issues to provide effective solutions.

- Management reviews to identify integration issues and problems in requirements definition, architecture, policy and engineering guideline compliance.
- Identification of cross-functional applications and technical issues from selected functional areas and documenting opportunities for resolving issues.
- Planning, analyzing and reporting programmatic impacts on the costs, return on investment, schedule dependencies and recommending functional and technical solutions.
- Business Process Reengineering (BPR) activities; e.g., examine organizational goals, objectives, structures/hierarchies, culture, systems and roles.
- Functional Process Improvement (FPI) activities ; e.g., review of current processes, data and systems, and identification of non-value added activities as well as integration of value-added activities; development of Functional Economic Analysis (FEAs) to document potential savings and development and maintenance of performance measures
- Benchmarking and Baselining support activities; e.g., program, functional, technical, and data benchmarking; development of new or modification of existing tools and methods; identification of baseline of support for functional area or activity either support or for which support is contemplated.
- Documentation preparation and control services to ensure all systems are properly documented in accordance with approved DOD standards.
- Participating in or support information dissemination activities relating to the program office mission and functions.
- Economic Analysis in accordance with Office of Director/Program Analysis and Evaluation (D,PA&E) guidance.
- Clinger-Cohen Act compliance
- Establishment, monitoring and reporting of program metrics to include Internal Management Controls
- Risk assessments & mitigation plans/monitoring
- Requirements engineering
- Visual conceptualizing of program features, issues and approaches.
- Participate in Integrated Product/Process Team activities.

3.3. TASK AREA 3 - VERIFICATION AND VALIDATION OF ENGINEERING SOLUTIONS.

This task area supports the program management office in the independent verification and validation of proposed engineering solutions. Representative activities for this

task area include, but are not limited to: validating engineering estimates (cost/schedule/performance); review and analysis of defined work processes and the information needs of users within and across the functional area being examined; validation of functional and cross-functional requirements definition, functional descriptions, functional architectures; validation of prototype applications and databases; assessment of demos, pilots, prototypes.

3.4. TASK AREA 4 - INFORMATION TECHNOLOGY SERVICES.

This task area provides services in the areas of training, configuration management, and web page design. Representative activities for this task area include, but are not limited to training support services for all levels of information system managers, operators, maintainers and users to include development of alternative training scenarios; identification and documentation of the characteristics of a configuration items, to control changes to a item and to record and report change processing and implementation status; web page design, development and maintenance services.

4.0. GOVERNMENT FURNISHED INFORMATION, WORKSPACE, AND EQUIPMENT.

The Government may provide the items listed below as necessary for the Contractor to fulfill the task described in task order statements of work.

4.1. INFORMATION (TECHNICAL DATA, APPLICABLE DOCUMENTS, PLANS, REGULATIONS, SPECIFICATIONS).

Government Furnished Information (GFI) will be specified in individual task orders.

4.2. WORKSPACE.

The Government may provide working space on an as-available basis while on trips to government operated facilities or military installations. Details will be provided in individual task orders.

4.3. EQUIPMENT.

The Government may provide the hardware and/or software requiring technical analysis, evaluation, verification, or study in support of a specific task and will be specified in each

individual task order. Government Furnished Equipment (GFE) provided to the contractor in support of individual tasking shall be tracked through applicable procedures that will be provided by the Contracting Officer in accordance with the Federal Acquisition Regulation (FAR). Equipment shall be accounted for and marked accordingly for identification and tracking purposes with the Contract Number, Task Order Number, Serial Number, and other information as required by the Contracting Officer. The Government does not intend to provide hardware/software equipment required to accomplish the day-to-day work requirements in support of the overall contractual effort. All GFE shall be returned to the Government at the end of the contract unless otherwise specified in the task order.

5.0 PERSONNEL AND FACILITIES.

5.1. PERSONNEL SECURITY.

All personnel supporting this contract must have a minimum security clearance of US Secret. In some cases, access to Sensitive Compartmented Information (SCI) may be required and will be specified in individual task order Contract Security Classification Specification, DD Forms 254. If required, any other special security requirements that exceed those specified in the contract-level DD Form 254 will also be addressed in individual task order DD Forms 254..

5.2. ON-SITE/LEASE/RENTAL OF FACILITIES.

The contractor shall provide company facilities to support this contract unless otherwise indicated in individual task orders.

5.3. CLASSIFIED FACILITIES.

This effort may require access to Sensitive Compartmented Information (SCI) located at U.S. Government facilities only. Additional requirements are contained in the DD Form 254. Special requirements will be addressed in individual task orders with a separate DD254.

5.4. CLASSIFIED STORAGE.

The contractor shall establish and maintain a classified facility and procedures for receipt, storage and generation of classified material, up to and including US SECRET Not

Releasable, in accordance with the security programs such as the DOD Industrial Security Manual (DOD 5220.22-M), Contract Security Classification Specification (DD Form 254), and appropriate security instructions or guidelines. No classified or COMSEC information shall be sent to or stored at the facility before it has been granted a facility clearance and storage capability defined by Defense Security Service (DSS). If such requirement is imposed, it will be identified in the individual task order and the requirements will be contained in the accompanying DD Form 254. Storage of required classified documentation would be at the designation stated in each individual task order and in accordance with the DD Form 254.

5.5. LOCAL FACILITIES.

The contractor shall be required to establish and maintain a local support facility for key personnel. The commute between this facility and the Program Management Office Headquarters located in the Skyline Complex in Falls Church, Virginia should not exceed 25 miles.

6.0. REPORTS, DATA, BRIEFINGS, AND OTHER DELIVERABLES. The Contractor shall submit reports and other deliverables in accordance with the requirements set forth below and as specified in individual task orders..

6.1. REPORTS.

6.1.1. Monthly Progress Reports.

The contractor shall submit a monthly progress report consisting of an executive summary covering the activities and funds status of the previous month. The contractor shall include a detailed summary of the technical activities on all task orders grouped by major project areas and shall include a status of funds for each task order. Further, the contractor shall provide monthly reports regarding task order status (work progress, cost, and schedule data) as required in the task orders. The reports shall be submitted ten (10) calendar days after the reporting period. One (1) copy shall be provided to the Contracting Officer, one (1) copy to the Contracting Officer's Representative (COR), and two (2) copies to the Program Manager. The monthly status report shall be delivered by e-mail in a format compatible with Microsoft Word Office 97.

6.1.2. Periodic In-Process Reviews.

The contractor shall provide a formal program review briefing concerning task order and performance related issues on an as needed basis.

6.1.3. Briefings.

The contractor shall prepare and present briefings to the Government on the results of efforts undertaken under this contract. Schedules and format for presentation of these briefings will be specified in the Task Order or as mutually agreed to between the contractor and the COR.

6.2. DOCUMENTATION.

Tasks performed within the scope of this effort shall require contract deliverables. The data and format required for each task will be specified in each task order.

6.3. CONTRACT DATA REQUIREMENT.

Contract Data Requirements may be used to satisfy the need for contractor developed documentation as indicated in the individual Task Order. Specific task orders will reference these requirements as appropriate.

6.4. YEAR 2000 (Y2K) COMPLIANCE.

All Information Technology (IT) provided under, or in support of, contract/s by the Contractor/s and all subcontractors shall be Y2K compliant.

6.5. SPECIFICATIONS AND STANDARDS:

Information Technology requirements are expected to be satisfied via Commercial Off-the-Shelf (COTS), open-system based IT capabilities and enabling products. All appropriate DoD-approved architectures, programs, standards and guidelines (e.g. GIG Strategic Technical Guidance (STG), Technical Architecture Framework for Information Management (TAFIM), GIG, DISN and Shared Data Environment (SHADE)) shall be complied with. Further, for each individual task order, the contractor shall identify, for all electronic and information technology (EIT) proposed, whether it is currently compliant with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d). Unless an exception from Federal Acquisition Regulation (FAR)

39.204 applies, acquisitions of EIT supplies and services must meet the applicable accessibility standards at 36 CFR part 1194. EIT is defined to have the same meaning as "information technology" except EIT also includes any equipment or interconnected system or subsystem of equipment that is used in the creation, conversion, or duplication of data or information. The term EIT, includes, but is not limited to, telecommunication products (such as telephones), information kiosks and transaction machines, worldwide websites, multimedia, and office equipment (such as copiers and fax machines). Further information on EIT can be found at <http://www.section508.gov/>.

7.0. TRAVEL.

The contractor shall perform travel as required in the performance of the contract as stated in individual task orders. Travel shall consist of CONUS/OCONUS travel, to include local travel, in support of the contract requirements identified in this statement of work and individual task orders. Specific travel requirements will be coordinated with the individual Task Manager and shall be in accordance with both Federal Acquisition Regulation (FAR) and Joint Travel Regulation (JTR) requirements and limitations.

8.0. QUALITY ASSURANCE.

The contractor shall develop, implement and maintain a quality assurance program. The system shall include inspection, validation, evaluation, corrective action and procedures necessary to effect quality control of all performance and products under the contract. The system shall allow inspection and evaluation by the government. The system shall be applicable to all subcontractors and members of the contractor's team, if appropriate.

9.0. PROTECTION OF INFORMATION.

The contractor shall be responsible for properly protecting all information used, gathered, or developed as a result of work under Task Orders, and/or DD Form 254 of the contract. Beyond protecting CLASSIFIED information, the contractor shall also protect all UNCLASSIFIED government data, equipment, etc by treating the information as sensitive.

10.0. WORK LOCATIONS.

The contractor will be required to perform work associated with task orders in any of the 50 states. In addition, the contractor may be required to perform work in all countries in which US Government Departments/Agencies have a presence.

11.0. PERIOD OF PERFORMANCE

a. The period of performance for this contract shall be from contract award through six years after contract award.

b. The period of performance for individual task orders will be delineated in the actual order.